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Information Quality Assessment Technique to Evaluate the Information Exchange

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ABSTRACT

Information exchange becomes an important topic in information quality (IQ) studies due to the expending business network. Despite the fact that information exchange is a process-centric concept, approach to evaluate the IQ of the exchanged information with engagement of processes is lacking. Historically, IQ management emphasizes at low level data analysis, based on computing algorithms treating IQ at the database level. To address this limitation, we propose an IQ assessment technique that brings focus away from the digital data repository level towards an enterprise level by deploying the business process concept. We particularly address the assessment technique on the exchanged information that is presented in different kinds of patterns. The preliminary results are validated by means of interviews and group discussion. A case application on emergency medical service (EMS) is presented.

Keywords

Assessment technique, information quality, information exchange, emergency medical service.